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City of
Indianapolis
Bart Peterson, Mayor



Mayor's Action Center to move for needed court space

INDIANAPOLIS – The Mayor's Action Center (MAC) will move from its first floor offices in the City-County Building to the 21st floor to accommodate the need for court space on the lower levels of the building.

A circuit court handling paternity cases will utilize the former MAC office space.

In preparation for the move, which will take place over the weekend of May 18 – 19, the MAC office will close at noon on Friday, May 17, however the phone lines will remain open for customer service throughout the move.

The MAC will be open for business at 7:30 a.m. on May 20 in its new location, office 2160, in the City-County Building.

"We have worked to make sure this move will not affect customer service," said Patrick Holdsworth, administrator for the MAC. "Walk-in service will still be available at our new location and the phone lines will remain open during the move."

The MAC is city government's central point of contact for citizens to request city services or voice concerns regarding neighborhood issues. Designed as a phone call center, the MAC receives an average of 1,450 calls a day. Walk-in customers account for less than one percent of the center's business.

Over the last two years, improvements have been made to the MAC, significantly reducing customers' call wait times. In 1999, it took an average of 2.8 minutes for a customer's call to be answered. Now, calls are answered by phone center staff almost immediately with an average wait time of 6.2 seconds.

The MAC is currently fully staffed by 16 call center representatives, an increase of over 50 percent from early 2000, when the center operated with nine personnel.

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